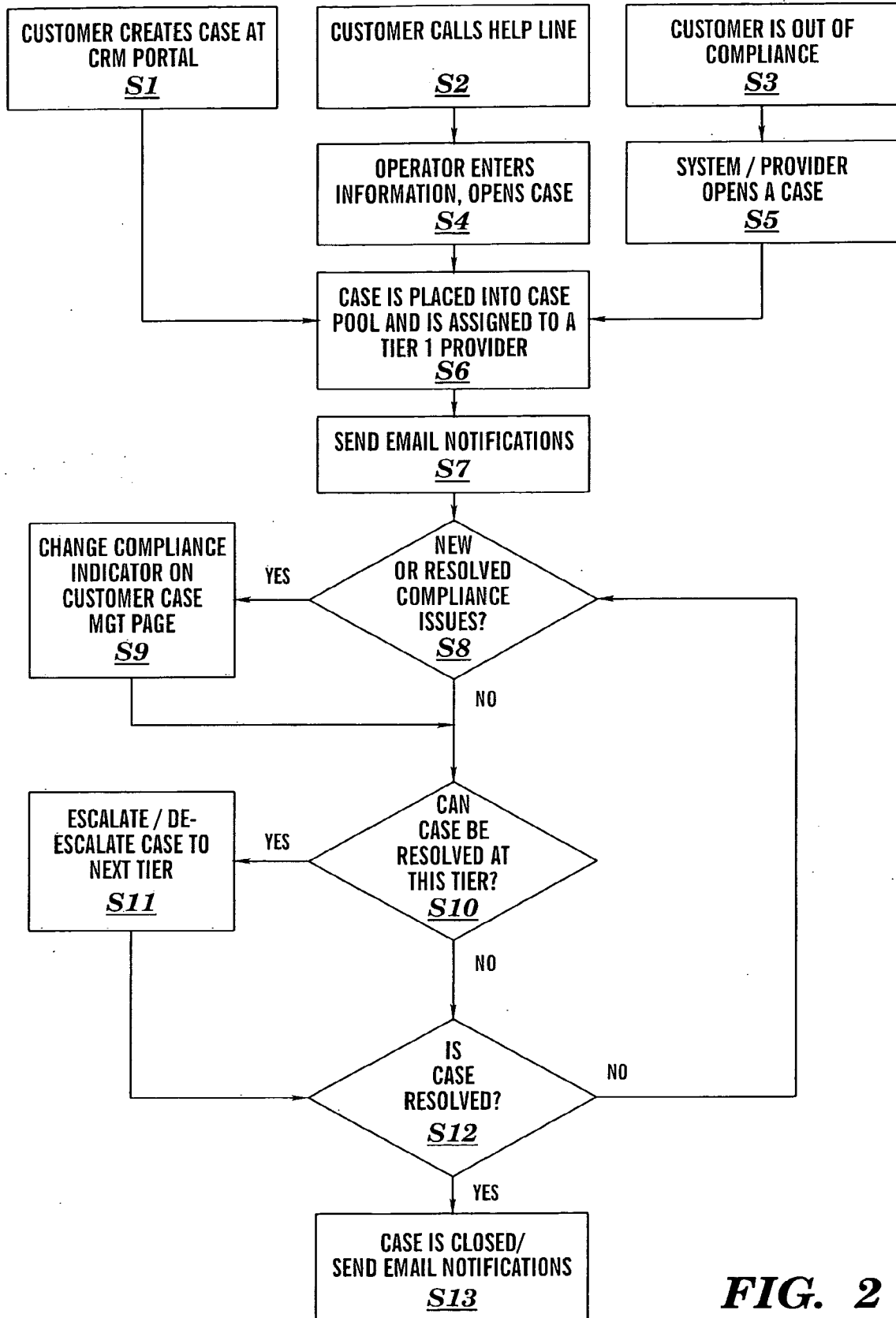


FIG. 1



**FIG. 2**

HOME	PROGRAMS	RESOURCES	ABOUT AUAO		
NEW CASE #		007	25		
1	FIRST NAME	POPULATED FROM t_users TABLE	MIDDLE NAME	POPULATED FROM t_users TABLE	
	LAST NAME	POPULATED FROM t_users TABLE	SOCIAL SECURITY NUMBER	POPULATED FROM t_users TABLE	
	CAMPUS (COURSE IS BEING TAKEN)	USER ENTERS DATA			
	2	COURSE DESCRIPTION	USER ENTERS DATA	USER ENTERS DATA	
		SUBJECT: (E.G. ENG, MTH, REL, ETC) COURSE #: (E.G. 1301, 101, 4521)			
	COURSE START DATE	USER ENTERS DATA	COURSE END DATE	USER ENTERS DATA	
	INSTRUCTOR				
	USER ENTERS DATA				
	3	RISK LEVEL	USER SELECTS DATA FROM DROP DOWN MENU		
		CASE CATEGORY	USER SELECTS DATA FROM DROP DOWN MENU		
CASE DETAILS					
USER ENTERS DATA					
ACTIONS TAKEN					
USER ENTERS DATA					
4	RECOMMENDATIONS				
	USER ENTERS DATA				
SUBMIT CANCEL					

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**FIG. 3**

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HOME	PROGRAMS	RESOURCES	ABOUT AUAO
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**CRM SEARCH RESULTS**

<b>RESOURCES</b> <a href="#">ACES LINKS</a> <a href="#">TUTORIALS</a> <a href="#">TRAINING</a> <a href="#">ELIGIBILITY CHECKLIST</a> <a href="#">ACES INFORMATION</a> <a href="#">ASSET MANAGEMENT</a> <a href="#">IMPORTANT FORMS</a> <a href="#">FAQS</a> <a href="#">RELS DESK</a> <a href="#">CAREER OPTIONS</a>	<p style="text-align: center;"><b>SEARCH RESULTS FOR ARRON EVERETT SMITH:</b></p> <table style="width: 100%;"> <tr> <td style="width: 40%;">CUSTOMER TYPE:</td> <td><div style="border: 1px solid black; padding: 2px;">STUDENT</div> <input checked="" type="checkbox"/></td> </tr> <tr> <td>CUSTOMER NAME</td> <td>AARON EVERETT SMITH</td> </tr> <tr> <td>SOCIAL SECURITY NUMBER</td> <td>445021430</td> </tr> <tr> <td>EMAIL</td> <td>aaron.smith017@earmyu.com</td> </tr> <tr> <td>MAILING ADDRESS</td> <td>1967-C XYZ CIRCLE</td> </tr> <tr> <td>CITY</td> <td>WAHLAWA</td> </tr> <tr> <td>STATE</td> <td>HAWAII</td> </tr> <tr> <td>ZIP</td> <td>96780</td> </tr> <tr> <td>COUNTRY</td> <td>USA</td> </tr> <tr> <td>PHONE</td> <td>8086240699</td> </tr> <tr> <td>INSTALLATION</td> <td>SCHOFIELD BARRACKS</td> </tr> <tr> <td>INSTALLATION MAJOR SUB UNIT</td> <td></td> </tr> <tr> <td>SERVICE BRANCH</td> <td>ARMY ENLISTED</td> </tr> <tr> <td>CURRENT INSTALLATION</td> <td>SCHOFIELD BARRACKS</td> </tr> <tr> <td>BASD</td> <td>3/19/96</td> </tr> <tr> <td>PERD</td> <td>1/8/92</td> </tr> <tr> <td>EXPECTED SEPARATION DATE</td> <td>2/16/04</td> </tr> </table> <div style="text-align: right; margin-top: 10px;">1</div>	CUSTOMER TYPE:	<div style="border: 1px solid black; padding: 2px;">STUDENT</div> <input checked="" type="checkbox"/>	CUSTOMER NAME	AARON EVERETT SMITH	SOCIAL SECURITY NUMBER	445021430	EMAIL	aaron.smith017@earmyu.com	MAILING ADDRESS	1967-C XYZ CIRCLE	CITY	WAHLAWA	STATE	HAWAII	ZIP	96780	COUNTRY	USA	PHONE	8086240699	INSTALLATION	SCHOFIELD BARRACKS	INSTALLATION MAJOR SUB UNIT		SERVICE BRANCH	ARMY ENLISTED	CURRENT INSTALLATION	SCHOFIELD BARRACKS	BASD	3/19/96	PERD	1/8/92	EXPECTED SEPARATION DATE	2/16/04
CUSTOMER TYPE:	<div style="border: 1px solid black; padding: 2px;">STUDENT</div> <input checked="" type="checkbox"/>																																		
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PERD	1/8/92																																		
EXPECTED SEPARATION DATE	2/16/04																																		

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STUDENT STATUS	PROSPECTIVE STUDENT - NOT ENROLLED IN AUAO
ACTIVE?	TRUE

ALTERNATE PHONE 1:	<div style="border: 1px solid black; padding: 2px;">888-645-0877</div>	ALTERNATE PHONE 2:	<div style="border: 1px solid black; padding: 2px;">888-645-0872</div>
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PROSPECTIVE STUDENT - NO STUDENT AGREEMENT

NO STUDENT AGREEMENT UPLOADED

**RIGHT TRACK DISPLAY**

12 SEMESTER HOURS PROGRESS:	<div style="border: 1px solid black; padding: 2px;">2</div>	✖	✖	✖	✖	✖
AT RISK IN CURRENT COURSE(S):	<div style="border: 1px solid black; padding: 2px;">3</div>	✖	✖	✖	✖	✖

**HELP DESK CASE SUMMARY**

CURRENT CASE(S) OPEN:			
<u>CASE CATEGORY:</u>	<u>CASE NUMBER:</u>	<u>DATE OPENED:</u>	<u>LAST UPDATED:</u>
CLOSED CASES :			
<u>CASE CATEGORY:</u>	<u>CASE NUMBER:</u>	<u>DATE OPENED:</u>	<u>DATE CLOSED:</u>

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36  
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38  
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40  
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**FIG. 4**

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**CASE SUMMARY**

DATE/TIME OPENED: 6/17/2002

OPENED BY: ED\_Partner001

CASE CATEGORY: 

ABSENTEEISM ☒

CASE DETAILS:

<u>CASE DETAILS:</u>	<u>ENTERED BY:</u>	<u>DATE</u>
STUDENT MISSED FIRST WEEK OF CLASS.	ED_Partner001	6/17/2002
STUDENT MISSED MID-TERM	ED_Partner001	7/1/2002

CASE DETAILS:

ENTER NEW CASE DETAILS HERE.

<u>ACTIONS TAKEN</u>	<u>ENTERED BY</u>	<u>DATE</u>	
INSTRUCTOR ATTEMPTED TO CONTACT STUDENT VIA EMAIL	ED_Partner001	6/20/2002	2
ESCALATED CASE TO LEVEL 3 RISK	ED_Partner001	7/1/2002	

ACTIONS TAKEN:

ENTER NEW ACTIONS TAKEN HERE.

RECOMMENDATIONS:

ENTER NEW RECOMMENDATIONS HERE.

SUBMIT

CANCEL

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46 ←

48 ←

50 ←

**FIG. 5**